



BACS

Bay Area Community Services

Mission

Our mission is to deliver
supportive wellness services
to underserved individuals
and their families.

The Last 5 Years...

- Infrastructure Overall
- Audit of Each Program
- Alignment of Efforts
Towards Performance

Culture Change

- Towards Accountability
 - Towards Mission
- Towards Strategic Thinking

Approach

- Training
 - ...More Training
- Management Changes
 - Change Fatigue

Mini-MBAs

Management Team went through mini-MBA in all facets of business

- Finance, Pricing, Negotiations
 - Marketing
 - GAP Analysis

Biggest Challenges

- Program management
accountability
- Deciding to let go of some
services

Big Shift in Business Practices

- Away from saying yes to everything
- No more relying on small grants, donations to fund core operations

Entrepreneurial & Business Savvy

- Diversification of Funds
- Expanding Mission Where
it Makes Sense

The Cost of Doing Business

- Indirect Philosophy
- Contracts fully cover cost +
Margin for reinvestment
- Pay-for-Performance

Partnerships

Between the funder and the service provider:

- Sharing of Data
- Sharing of Risk
- Sharing of Reward

Partnerships

Between Community Based
Agencies:

- Does it make sense?
- Can one provider do it better than two?
 - Is it duplicative?

Biggest Rewards

- New contracts with health care agencies
 - Being approached by other communities for services

Contact

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